



**DEPARTMENT OF THE ARMY**  
UNITED STATES ARMY GARRISON MANNHEIM  
UNIT 29901  
APO AE 09086-9901

IMEU-MAN-PW

APR 11 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Standard Operating Procedure for the Internal and External Communication of Environmental Information at the United States Army Garrison (USAG) Mannheim

1. PURPOSE:

- a. To provide a standard procedure to ensure effective and timely internal communication of EMS and environmental information within the USAG Mannheim.
- b. To provide a standard procedure for the communication of environmental issues to external interested parties.

2. APPLICABILITY: This procedure applies to all personnel involved in the communication of environmentally relevant information, as identified in this procedure under section 5.

3. DEFINITIONS:

- a. Environmental Management System Policy: Statement by the USAG Mannheim of its commitment to environmental stewardship and the continual improvement of its overall environmental performance, which provides a framework for action and for the setting of its environmental objectives and targets.
- b. Environmental Management System Management Representative (EMSMR): An individual appointed by the Garrison Commander who, irrespective of other duties, has authority and responsibility for the operation of the Environmental Management System (EMS).
- c. Interested Parties: Stakeholders such as surrounding communities, suppliers, media representatives, local authorities or environmental groups, and on-post residents.
- d. Internal Communication: Exchange of environmental information within the USAG Mannheim. Includes verbal communication, e-mail, intranet, memoranda, newsletters and bulletin boards.
- e. External Communication: All inquiries, complaints, and requests received from interested parties and all release of information to interested parties.

IMEU-MAN-PW

SUBJECT: Standard Operating Procedure for the Internal and External Communication of Environmental Information at the United States Army Garrison (USAG) Mannheim

f. Environmental Quality Control Committee (EQCC). Consists of representatives of garrison directorates and units, meets quarterly to discuss environmental issues.

g. Cross-Functional Team (CFT): consists of EMS representatives from different functional levels and directorates.

#### 4. RESPONSIBILITIES:

a. Garrison Commander: Provides command support for the overall EMS program. Signs EMS Policy, duty appointments, memoranda. Reviews and approves environmental documents prior to external release. Determines what type of environmental information is publicly communicated.

b. Public Affairs Office (PAO): Releases information to the public, receives and processes inquiries and complaints, keeps records of inquiries and forwards them to appropriate POCs. Interface between interested parties, Garrison Commander and Environmental Management Division. Needs to be informed of any complaints from the public and environmental situations which could affect off-post residents.

c. EMSMR: Reviews EMS and other environmental documents, forwards them to Garrison Commander for final approval.

d. Chief, Environmental Division: Coordinates internal environmental communication.

#### 5. PROCESSES:

a. Internal Communication: Different channels exist to communicate EMS and other environmental issues within the Garrison.

(1) Weekly EMD (Environmental Management Division) staff meetings: The Environmental Management Division conducts weekly internal meetings to discuss current topics, including EMS issues.

(2) Weekly Staff Call: Garrison staff meets once a week, and the DPW briefs the Commander once a week. The EMD Chief provides information on environmental issues to the other participants.

(3) EQCC: Quarterly meetings with environmental representatives of all directorates, tenant organizations, the Garrison Commander and Executive Officer. Required by Army Regulation (AR) 200-1. Minutes are taken and filed by the EMD.

IMEU-MAN-PW

SUBJECT: Standard Operating Procedure for the Internal and External Communication of Environmental Information at the United States Army Garrison (USAG) Mannheim

Representatives of the city of Mannheim and PAO are invited to attend EQCC meetings.

(4) CFT Meetings: EMS representatives quarterly discuss EMS issues, and review the performance of the EMS.

(5) Installation Coordinators (IC) Meetings: Each installation holds a quarterly IC meeting to discuss installation specific issues. All Installation Commanders attend to discuss topics of interest to the community.

(6) Community Mayoral Program: The Community Information Forum is held on the first Wednesday every month, Town Hall Meetings on the second Wednesday every month.

(7) Work Order Review Board: Bi-weekly meeting of Division Chiefs to review current work orders.

(8) Herald Post: Internal news medium that covers topics of interest to the Heidelberg Garrisons.

(9) Environmental Awareness Training: Communication of the USAG Mannheim EMS and EMS policy

b. External Communication: Required to maintain a positive relationship with German authorities and other interested parties.

(1) General Communication Line: Inquiries from interested parties are received and processed by the Public Affairs Office. Relevant information pertaining to environmental issues is forwarded through a communication line including the Chief, EMD, Director, Public Works, and the Garrison Commander. Safety, Fire Department, Military Police and affected organizations are notified if required. Information is released by the Public Affairs Office after coordination with the concerned organizations and departments.

Relevant environmental information that is released includes but is not limited to information on hazardous waste, oil spills, soil or groundwater contamination, noise, and maneuvers.

If external inquiries are addressed directly to a DPW division, PAO must be notified. PAO also needs to be informed of any planned project and construction that poses a public interest.

IMEU-MAN-PW

SUBJECT: Standard Operating Procedure for the Internal and External Communication of Environmental Information at the United States Army Garrison (USAG) Mannheim

(2) Emergency Communication Line: Any emergency and other case that requires immediate action is instantly forwarded to the Garrison Commander. For incidents with an immediate threat to health, safety or the environment, the initial responder calls the USAG Mannheim Fire Department. The Fire Department initializes the action and notifies the respective POCs at DPW, PAO, EMD, and, if incident has occurred outside the installation or extends beyond the installation's border, the German fire department and/or German authorities.

Emergency response procedures are detailed in the Spill Prevention and Response Plan, the Water Emergency Response Plan and Fire & Emergency Response Procedure.

(3) EQCC Meetings: Representatives of the City of Mannheim, MVV and Staatsbauamt are invited to attend meetings to enhance communication and transparency of operations, activities and environmental aspects.

(4) Noise Abatement Commission: Consists of representatives of the cities of Mannheim, Lampertheim, Frankenthal, the US Army and Bundeswehr. The commission is a forum to address noise issues, complaints from the general public, and to find mutually agreeable solutions. The forum is also expected to provide an opportunity for information exchange, resulting in greater transparency for the general public and a better understanding of the issues. Meets quarterly.

(5) PAO coordinates annual Mannheim Community Relations Advisory Council (MACRAC) meetings that are attended by the German and US community mayors.

(6) Environmental Issues concerning the Lampertheim Training Area are coordinated between Training Support Center, Environmental Division, and local forest authorities as needed.

(7) Information that is released through the community newspaper (Herald Post) or other press media must be coordinated with the Public Affairs Office prior to external communication.

6. POC is Ms. Mary Kay Foley, Chief, Environmental Management Division, at DSN 381-8675, email: mary.foley@us.army.mil

  
MELISSA A. STURGEON  
LTC, MI  
Commanding

IMEU-MAN-PW

SUBJECT: Standard Operating Procedure for the Internal and External  
Communication of Environmental Information at the United States Army Garrison  
(USAG) Mannheim

DISTRIBUTION: All USAG-M Directorates